



64TH ANNUAL SERVICE OFFICERS TRAINING SESSION

“Everything Veteran”

Agenda – Day 1

Monday, October 6, 2014

Setup & Opening Session

Time (CDT)	Room	Schedule of Events	Presenter
7:30 am – 11:30 am	Mirabella Ballroom (H,I & G)	TDVA Staff ONLY: Setup of general session, registration & computer lab	David Jungquist, Training Officer
10:00 am – 4:30 pm		Conference Registration	Hotel check-in begins at 4:00pm
11:30 am – 12:30 pm		Lunch (on your own)	
12:30 pm – 1:30 pm	Mirabella Ballroom H/I	Opening Session Welcome	David Jungquist, Training Officer Commissioner Many-Bears Grinder
		Presentation of Colors	Honor Guard, Tennessee National Guard
		National Anthem	Kevin Walden
		Pledge of Allegiance	Kevin Walden
		Invocation	Ray Braden, Veterans Benefit Rep.
		Administrative Remarks	Assist. Commissioner Yvette Martinez
		Introduction of VBA & VHA Directors	Commissioner Many-Bears Grinder
1:30 pm – 1:35 pm	Mirabella Ballroom H/I	Directors Forum Ground Rules and procedures	David Jungquist, Training Officer
1:35 pm – 2:30 pm	Mirabella Ballroom H/I	Veterans Affairs Directors Forum	Edna McDonald – Director, VARO Suzanne Jene’ – COO, TVHS Charlene Ehret – Director, VAMC, Mt. Home TN. Dr. Diane Knight – Director, VAMC, Memphis TN.
2:30 pm – 2:45 pm	Side Hallway	Break	
2:45 pm – 2:47pm	Mirabella Ballroom H/I	“Incentive” Drawing	Commissioner Many-Bears Grinder
2:47 pm – 3:45pm	Mirabella Ballroom H/I	VA Social Workers Services – A focus on the CBOCS & VAMC’s	George Anderson, Supervisor, VHA Social Worker Services
3:45 pm – 4:30 pm	Mirabella Ballroom H/I	Veterans Affairs Jeopardy	David Jungquist, Training Officer Don Smith, Asst. Commissioner
4:30 pm – 5:00 pm	Mirabella Ballroom H/I	County Service Officers Association Meeting	Kevin Walden, Association President
4:30 pm – 5:30 pm	Mirabella Ballroom G	Computer Lab: (optional) Veterans Affairs System training/Basic Computer Use	David Jungquist, Training Officer Carol Swindon, Veterans Claim Specialist
5:15 pm – 6:00 pm	Meet outside of hotel main entrance	Commissioner’s Fitness Walk	Reggie Sims, Veterans Benefits Representative



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Agenda – Day 2 Tuesday, October 7, 2014

Time (CDT)	Room	Schedule of Events	Presenter
8:00 am – 8:30 am	Mirabella Ballroom H/I	“Incentive” Drawing Question & Answer Period	David Jungquist, Training Officer Don Smith, Asst. Commissioner
8:30 am – 9:30 am	Mirabella Ballroom H/I	Pro Bono Legal Consortium	Camille Soleil, Executive Director
9:30 am–9:48 am 9:48 am–9:50 am	Side Hallway Mirabella Ballroom H/I	Break “Incentive” Drawing	Commissioner Many-Bears Grinder
9:50 am–11:00 am	Mirabella Ballroom H/I	Board of Veterans Appeals	James March, Chief Veterans Law Judge, BVA
11:00 am–12:00 pm	Mirabella Ballroom J	TDVA Claims Division Break-Out with Judge March	James March, Chief Veterans Law Judge, BVA
11:00 pm–12:00 pm	Mirabella Ballroom H/I	VA Suicide Prevention Program & Veterans Crisis Line	Lesley Murray, Suicide Prevention Coordinator, Tennessee Valley Healthcare System
12:00 pm–1:00 pm	Side Hallway & Mirabella Ballroom H/I	Lunch: Build your own Box lunch (Ticket holders only) or on your own at local area restaurants.	
12:00 pm – 1:00 pm	Mirabella Ballroom G	Computer Lab: (optional) Veterans Affairs System training/Basic Computer Use	Carol Swindon, Veterans Claims Specialist Sarah Tinch, Veterans Benefits Rep. III
12:59 pm – 1:00 pm 1:00 pm – 2:00 pm	Mirabella Ballroom H/I	“Incentive” Drawing Consumer Financial Protection Bureau	Commissioner Many-Bears Grinder David Dubois, Deputy Director Jared Plunk, Asst. Attorney General, TN
2:00 pm – 3:00 pm	Mirabella Ballroom H/I	The Claims Process	Shawn Poston, Sr. Benefits Liaison, Wounded Warrior Project
3:00 pm – 3:15 pm	Side Hallway Mirabella Ballroom H/I	Break “Incentive” Drawing	Commissioner Many-Bears Grinder
3:15 pm – 4:30 pm	Mirabella Ballroom H/I	VA Education Programs and TN State Approving Authority (SAA)	Melissa Cole, VA Education Liaison Rep. Deborah Gardner, Director, TN SAA
4:40 pm –5:30 pm	Mirabella Ballroom G	Computer Lab: (optional) Veterans Affairs System training/Basic Computer Use	David Jungquist, Training Officer Sarah Tinch, Veterans Benefit Rep. III
5:30 pm – 7:30 pm	Oakleigh Ballroom A	Commissioners Reception	Commissioner Many-Bears Grinder



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Agenda – Day 3 Wednesday, October 8, 2014

Time (CDT)	Room	Schedule of Events	Presenter
8:00 am – 8:15 am	Mirabella Ballroom H/I	“Incentive” Drawing	David Jungquist, Training Officer
8:15 am – 8:30 am		Question & Answer Period	Don Smith, Asst. Commissioner
8:30 am – 9:00 am	Mirabella Ballroom H/I	Flag Etiquette	Mark Breece, Asst. Commissioner
8:30 am – 9:00 am	Mirabella Ballroom H/I	Awards Ceremony	Commissioner Many-Bears Grinder
9:00 am – 9:30 am	Mirabella Ballroom H/I	Closing Remarks	Commissioner Many-Bears Grinder
	Mirabella Ballroom H/I	Retrieving of the Colors	Honor Guard, Tennessee National Guard
9:30 am – 9:45 am	Side Hallway Mirabella Ballroom H/I	Break	
9:45 am – 11:45 am	Mirabella Ballroom H/I	Annual Service Officers Accreditation Exam	David Jungquist, Training Officer Don Smith, Asst. Commissioner
11:45 am		County Service Officers & Guests Dismissed	
11:45 pm–12:00 pm	Mirabella Ballroom H/I	Tennessee Department of Veterans Affairs Team Photo	TDVA Employees in TDVA logo shirts
12:00 pm – 1:00 pm	Mirabella Ballroom J	TDVA Lunch	Commissioner Many-Bears Grinder
1:00 pm – 2:30 pm	Mirabella Ballroom J	State Mandatory Training: Active Shooter Response Trng.	Brice Allen, TN Department of Homeland Security
2:30 pm – 2:45 pm	Mirabella Ballroom J	Event Conclusion & Dismissal for TDVA employees	Commissioner Many-Bears Grinder

Thank you so much for your participation!

Travel safely!